

Fig. 1

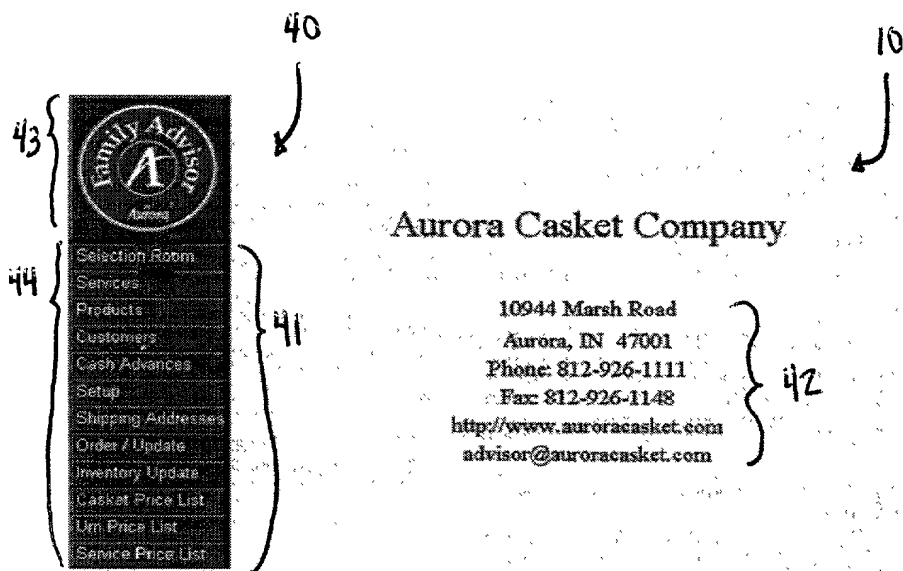


Fig. 2a

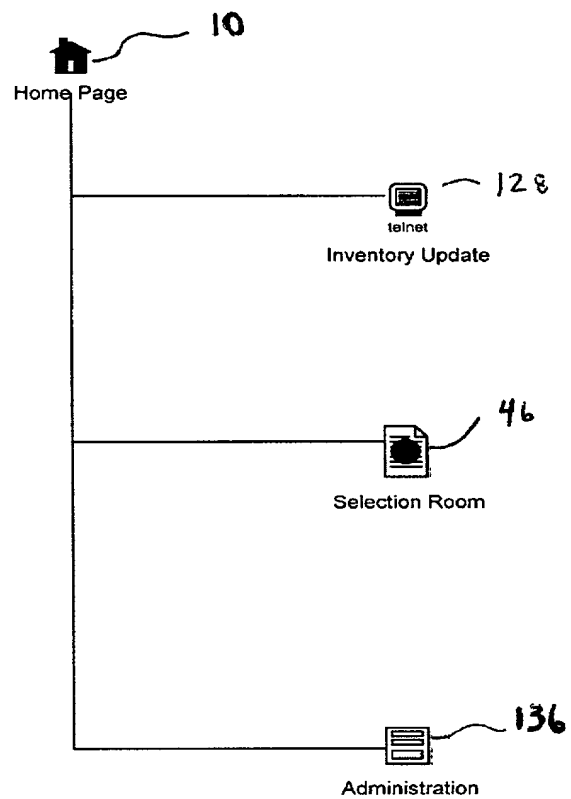


Fig. 2b

40

46

44

48

53

50

181

Biographical Information

Search for Customer:

By Customer ID

By Customer Name

Date: * (Ex. 12/12/2000)

Account/ID Number:

Name (Last, First):

Address:

(City, State, Zip):

Pre-Planning:

Director:

Informant (Last, First Name):

Informant Address:

(City, State, Zip):

* Required Information

Fig.3a

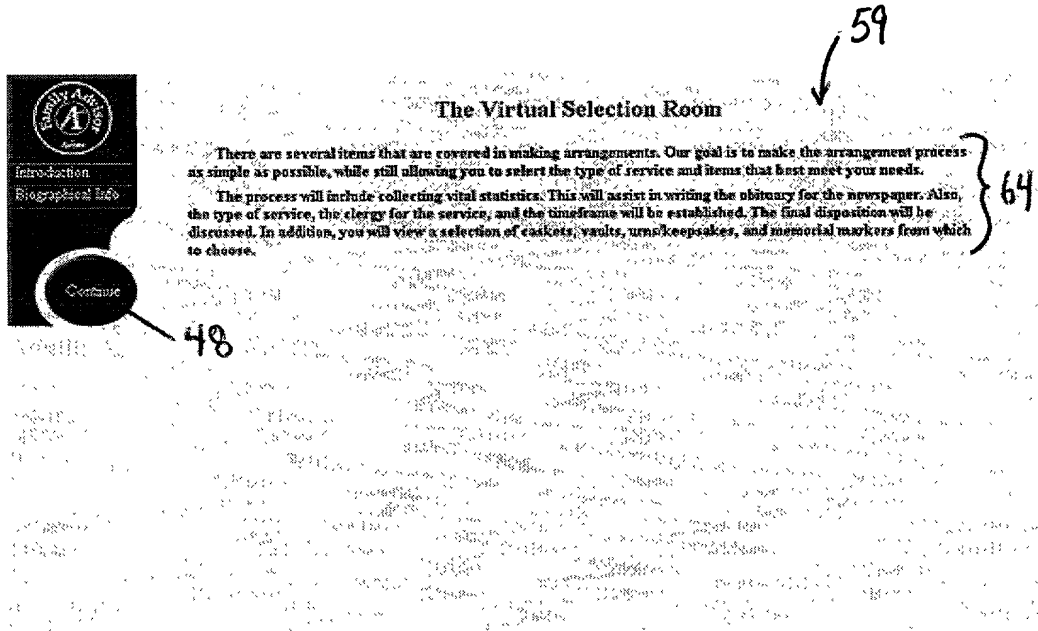


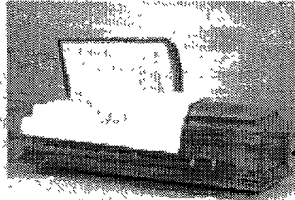
Fig. 4a

Wood Caskets

64

This North American hardwood is known for its distinctive grain along with an unsurpassed strength and durability. Maple is a favorite hardwood in the home furnishing industry.

Many of the same characteristics that make it appealing for use in the home also make it popular for use in casket construction.



62

66

70

To see more information on specific types of wood caskets and to view the different types of wood caskets, click on the following:

☒ Mahogany ☒ Oak ☒ Cherry ☒ Maple ☒ Poplar ☒ Hardwood Veneer

To see different aspects of how wood caskets are made, click on the following:

☒ Wood Finish ☒ Interior Finishing Process

Close

72

Fig. 4b

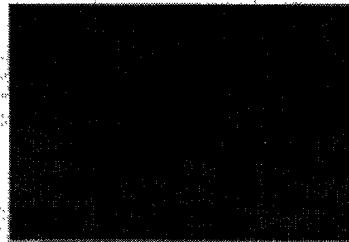
61

Services

64

Viewing

For some families, the viewing is a step in the emotional recovery process. This gathering, whether private or public, of family or friends surrounds you with the support and understanding you need. While the viewing is not necessary for all families, it can assist in the grieving process.



68

Funeral Ceremony
Memorial Service
Graveside Service

Close

Kan College
Entertainment Consultant
Professor, Mount St. Joseph College
Cincinnati, OH

64

Fig. 4c

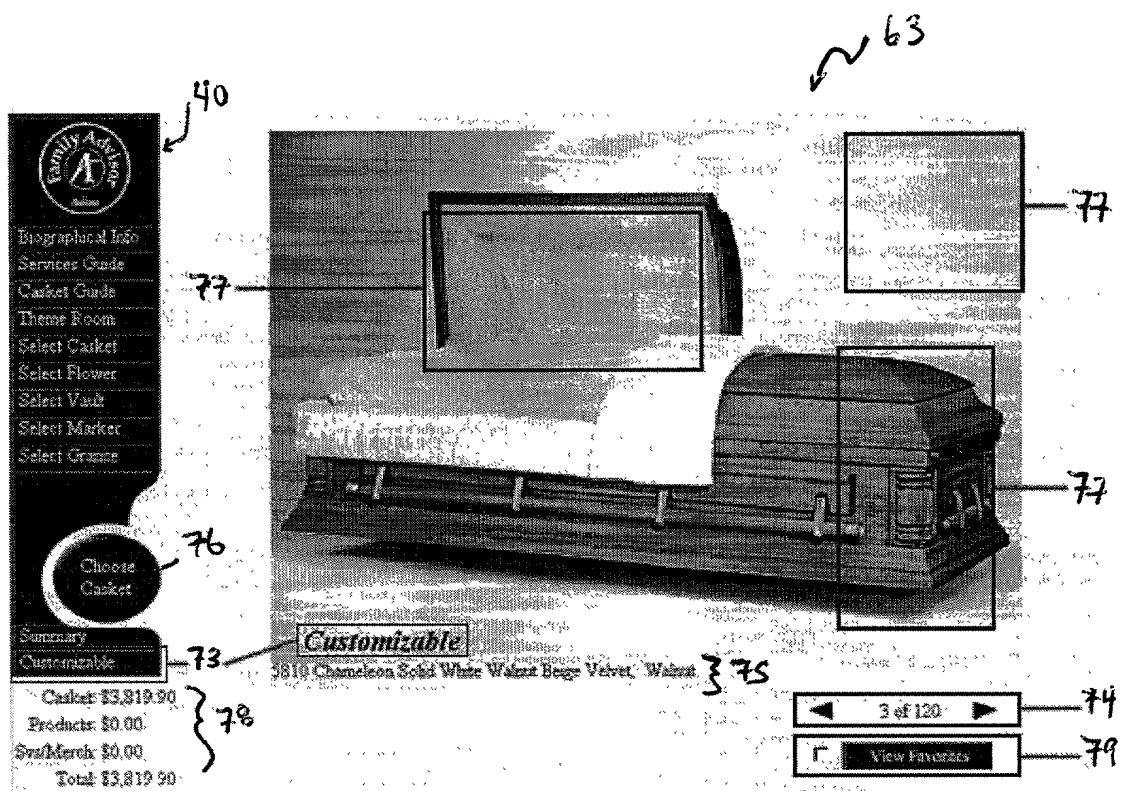


Fig. 4d

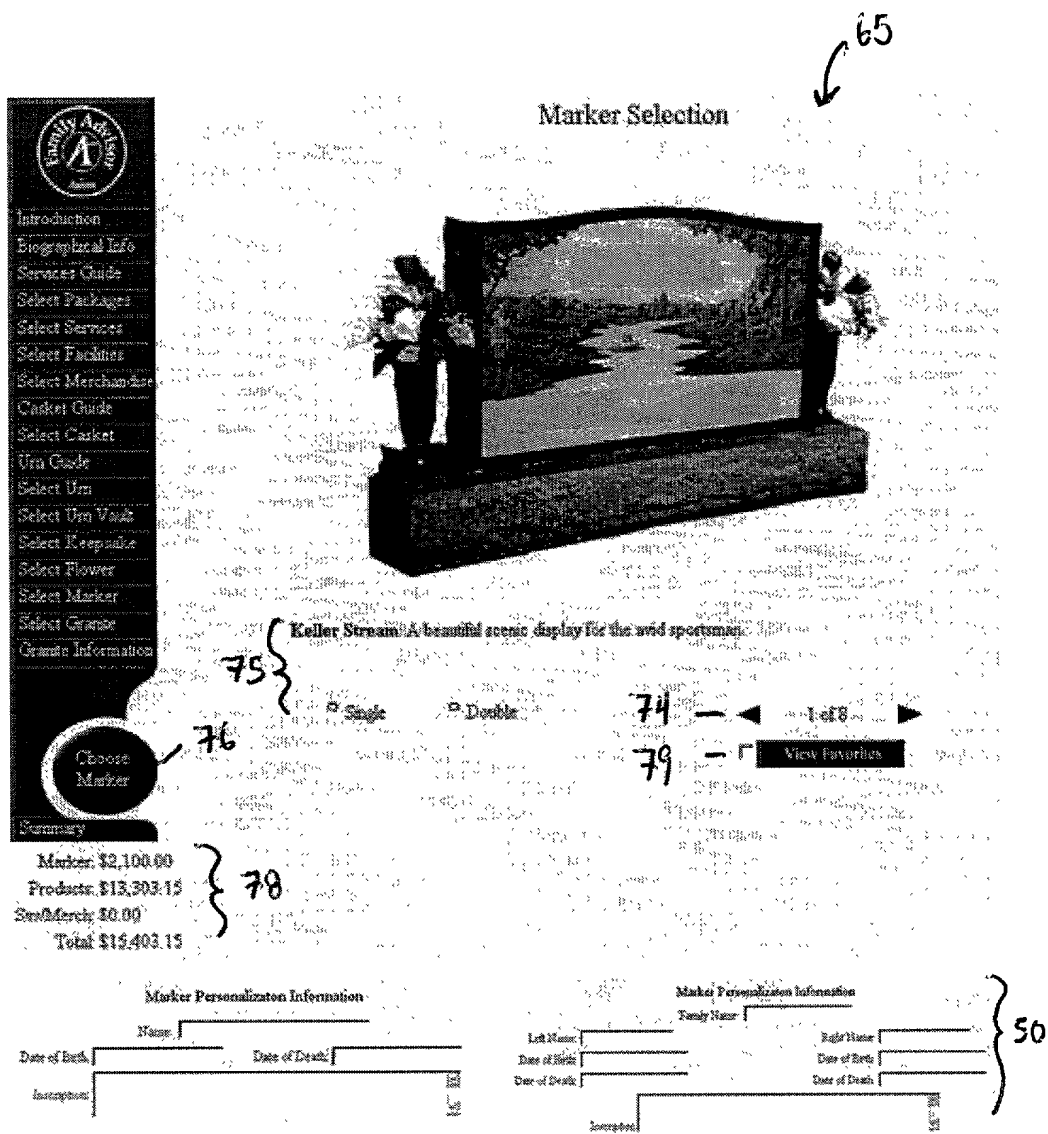


Fig. 4e

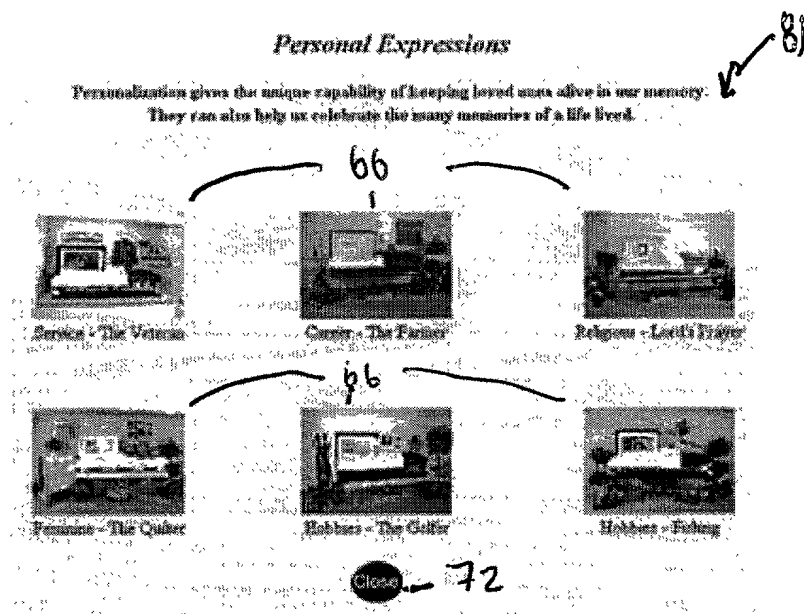


Fig. 5a

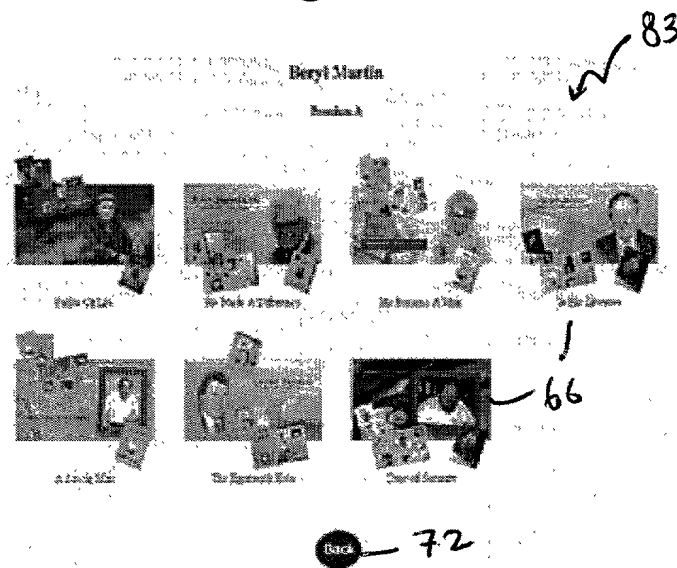


Fig. 5b



Summary

Name: Ray, Jerry **102**
 Account ID Number: 8458890 **104** **84 86 88 90**

Service	Tax	Qty.	Each	Cost
Limited Funeral Offering	<input checked="" type="checkbox"/>	1	\$2,155.00	\$2,155.00
Air Shipping Container	<input checked="" type="checkbox"/>	1	\$105.00	\$105.00
Equipment and Staff Services for Grave Side Services	<input checked="" type="checkbox"/>	1	\$265.00	\$265.00
Prayer Cards	<input checked="" type="checkbox"/>	1	\$25.00	\$25.00
	<input type="checkbox"/>	1	0	\$0.00
	<input type="checkbox"/>	1	0	\$0.00
	<input type="checkbox"/>	1	0	\$0.00
Service Tax:				\$1.25
Service Total:				\$2,551.25

Product	Qty.	Each	Cost
Dance of Life	1	\$3,000.00	\$3,000.00
2308 Courmay Tape Brushed 1901 Fpk Velvet	2	\$5,000.00	\$10,000.00
2199 Dark Brushed Copper 2501C Rosetan Premium Velvet C/M	1	\$5,000.00	\$5,000.00
2289 Regal Brushed 2490T Sandalwood Premium Velvet G/M	1	\$5,000.00	\$5,000.00
	1	0	\$0.00
	1	0	\$0.00
	1	0	\$0.00
Product Tax:			\$1,150.00
Product Total:			\$24,150.00
SUBTOTAL:			\$26,701.25

Cash Advance Items	Amount	
Flowers	0	
Clergy Honorarium	0	
Coffin	0	
Cash Advance Total:		\$0.00
CUSTOMER TOTAL:		\$26,701.25

Fig. 6a



74

Introduction
Biographical Info.
Service Guide
Select Services
Casket Choice
Select Casket
Order / Update

40

Aurora Casket Company

104

Name: Mrs. Cost

102

Account/ID Number: 58555

85

86

88

90

Service	Qty.	Each	Cost
Limited Funeral Offering	1	\$2,155.00	\$2,155.00
Embalming	1	\$495.00	\$495.00
Clothing	1	\$50.00	\$50.00
Prayer Cards	1	\$25.00	\$25.00
Air Shipping Container	1	\$105.00	\$105.00
Use of Facilities and Staff Services for Visitation (per day)	1	\$425.00	\$425.00
Service Tax			\$3.75
Service Total			\$3,258.75
Product	Qty.	Each	Cost
2108 Princeton Light Brushed Copper 1524C	1	\$5,000.00	\$5,000.00
Champagne Velvet			
Product Tax			\$250.00
Product Total			\$5,250.00
SUBTOTAL			\$8,508.75
Cash Advance			Amount
No Cash Advances Collected			\$0.00
Cash Advance Total			\$0.00
CUSTOMER TOTAL			\$8,508.75

82

108

Order / Update

Fig. 6b

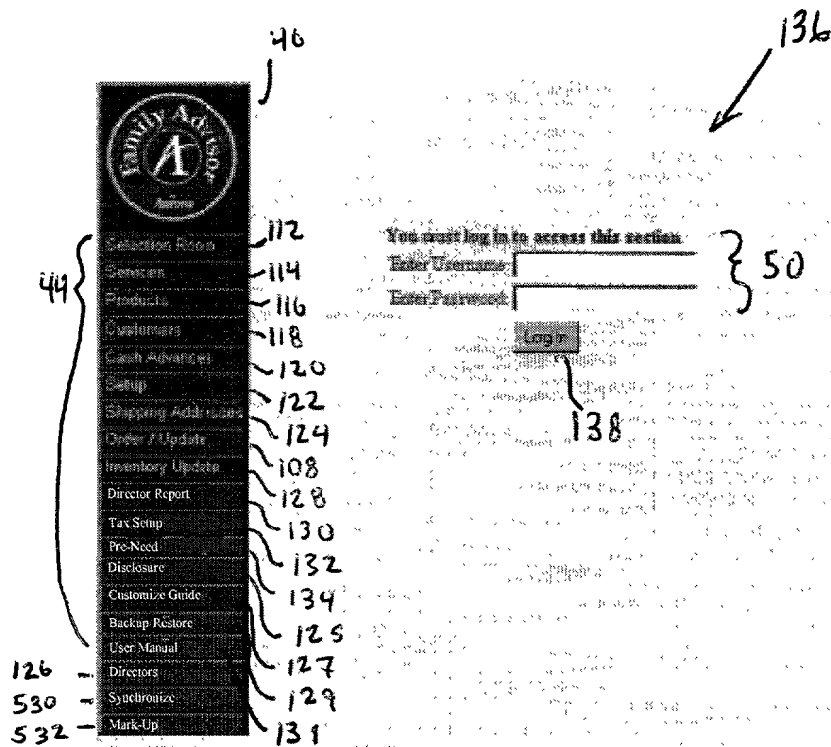


Fig. 7

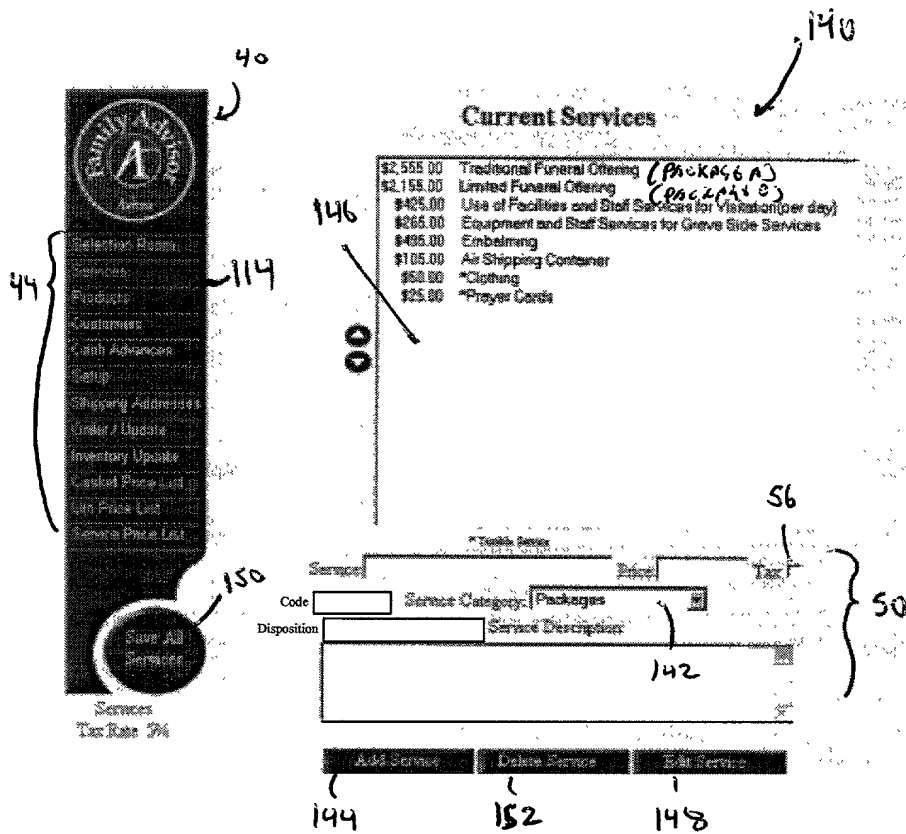


Fig. 8

155

Product Search

Product Selection

157 -

Metal Types

159 -

Caskets-Metal
Caskets-Wood
Embroidered Panels
Photo Panels
Urns
Keepsakes
Vaults
Urn Vaults
Markers-Brnze
Markers-Granite
Flowers

Enter prices below to search for specific product prices.
Leave blank to view all records.

Example

1000 4500

Greater than or Equal to Less than or Equal to

Select Type -

All Metal
Bronze
Copper
Stainless Steel
Steel
Selected Metals
Popular Selections
Other Selections

161 { Search for Prices by:

☒ Retail ☐ Wholesale

Fig. 9a

40 156 161 162 165 168 170 172

58 Metal Casket Product Selection 56

Product Code	Product	Material Type	Day	Gender	Wholesale Price	Retail	Markup	Margin	Pop	Other	Feature
A28155	2889 Dark Brushed Bronze 2490T Pearl Premium Velvet	Bronze	STD	MN	\$3,500.00	\$8.00	0.00	(\$3,500.00)			
A22854	2299 Starlite Brushed 2601C Pearl Premium Velvet G&B/M	Bronze	STD	MN	\$2,364.00	\$8.00	0.00	(\$2,364.00)			
A22855	2299 Glacier Blue Brushed 2601 Blue Premium Velvet G & B/M	Bronze	STD	MN	\$2,364.00	\$8.00	0.00	(\$2,364.00)			
A22775	2298 Coral Mist 2704 Pink Premium Velvet	Bronze	STD	F	\$2,175.00	\$2.00	0.00	(\$2,173.00)			
A24920	2444 Aberdeen Starlite Brushed 1526C Pearl Premium Velvet	Bronze	STD	MN	\$2,125.00	\$8.00	0.00	(\$2,125.00)			

56 166 164 174 175 177 171 173 179

RENAME PRODUCT SAVE SELECTION SEARCH ADD EDIT RECOMMEND

Fig. 9b

Add/Edit

Product Code

Manufacturer

Product Name

Material

Dimensions

Wholesale

Retail

Description

Image

Fig. 9c

Urn Vault Recommendations

To view an image and description of a selected vault,
double click on the empty table area around that selection.

Casket Material Type	Recommended Vault #1	Recommended Vault #2	Recommended Vault #3
Cast Bronze	<input type="text" value="Clark"/> <input type="text" value="Copper 12 G"/>	<input type="text" value="Dont"/> <input type="text" value="Executive"/>	<input type="text" value="Traged"/> <input type="text" value="Millennium"/>

Fig. 9d

40

176

Family Advisor
A
Home

Selection Room
Services
Products
Customers
Cash Advances
Setup
Shipping Addresses
Order / Update
Inventory Update
Casket Price List
Urn Price List
Service Price List

Customer List

ABCDEFGHIJKLMN O P Q R S T U V W X Y Z

Five, Cost	55000
Four, Cost	4444
Ray, Jerry	8456890

179

178

118

Fig. 10a

40

Family Advisor
A
Home

Selection Room
Services
Products
Customers
Cash Advances
Setup
Shipping Addresses
Order / Update
Inventory Update
Casket Price List
Urn Price List
Service Price List
Change To At-Need

Customer Information

Customer: Jerry Ray
Customer #: 8456890
Date: 6/6/1999
Arrangement: At-Need

180

Service: Limited Funeral Offering	Cost: \$2,155.00
Service: Air Shipping Container	Cost: \$105.00
Service: Equipment and Staff Services for Grave Side Services	Cost: \$265.00
Service: Prayer Cards	Cost: \$25.00
Product: Dance of Life	Cost: \$3,000.00
Product: 2308 Courtney-Taupe Brushed 1901 Pink Velvet	Cost: \$5,000.00
Product: 2199 Dark Brushed Copper 2501C Rosetan Premium Velvet CM	Cost: \$5,000.00
Product: 2889 Regal Brushed 2490T Sandalwood Premium Velvet Gld	Cost: \$5,000.00

Item: None required at this time.

181

183

Delete Customer

Fig. 10b

[illegible]

Fig.10c

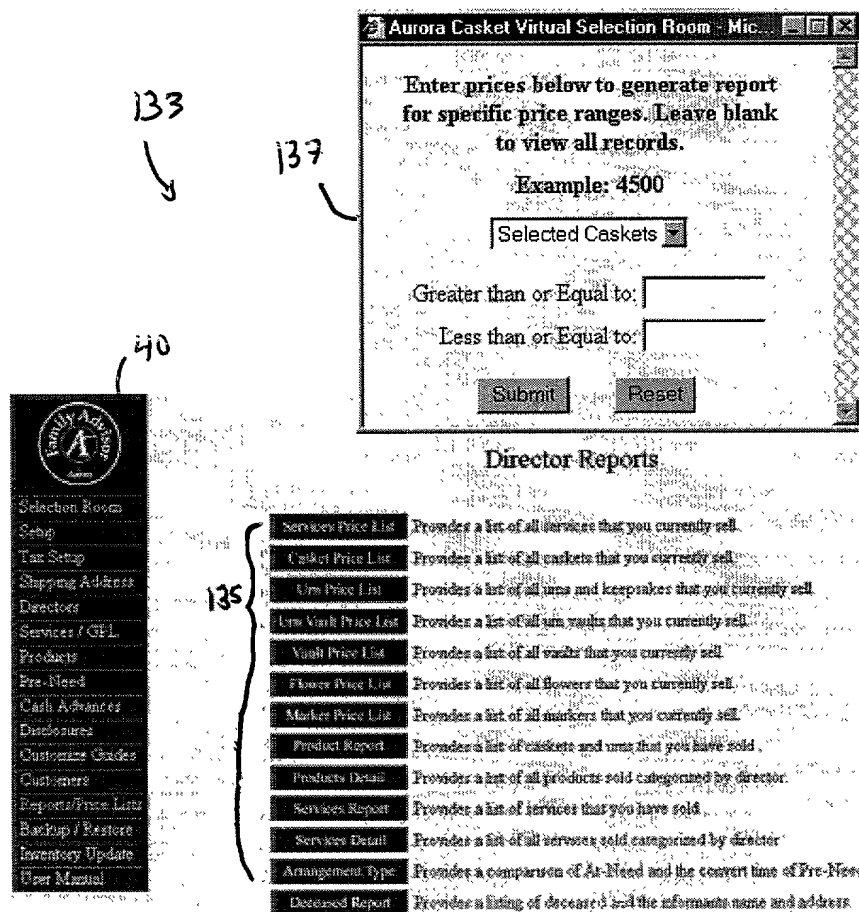


Fig. 11a

139

Aurora Casket Company

List

Printer:

Name: **HP LaserJet 4000 PCL 6** Properties

Status: **Default printer, Ready**

Type: **HP LaserJet 4000 Series PCL 6**

Where: **Volume_1\NORTH\TRENDSQUELDE**

Current: ☐ Print to file

Print range:

☒ All

☐ Pages: from **1** to **2**

☐ Range: **1 2 3 4 5** Options

Print range:

Number of pages: **1** Options

Print names:

☐ Print all linked documents ☐ Print single of links

OK Cancel

143

141

Material	Price
Sculptured Bronze	\$3000
Cast Bronze	\$2800
Sculptured Bronze	\$2500
Sculptured Bronze	\$1800
Cast Bronze	\$1700
Cast Bronze	\$1580
Sculptured Bronze	\$1500
Sculptured Bronze	\$1400
Cast Bronze	\$1400
Cast Bronze	\$1400
Sculptured Bronze	\$1200
Sculptured Bronze	\$0
Cast Bronze	\$0
Cast Bronze	\$0
Cast Bronze	\$0
Cloisonne	\$0
Pewter	\$0
Cast Bronze	\$0
Cast Bronze	\$0
Cast Bronze	\$0
Cast Bronze	\$0

Family Memento Keepsake
Keepsake/Cross
Keepsake/Praying Hands
Keepsake/Rose

PRINT

Fig. 11b

Funeral Home Setup

Family Adviser
Aurora

Selection Room

Services

Products

Customers

Cash Advances

Setup

Shipping Addresses

Order / Update

Inventory Update

Casket Price List

Urn Price List

Service Price List

Funeral Home Setup

Save

Setup

Funeral Home Name: Aurora Casket Company *

Aurora Account #: 10 *

Address1: 10944 Marsh Road

Address2:

City: Aurora

State: IN

Postal Code: 47001

Phone: 812-926-1111

Fax: 812-926-1148

Internet Address: <http://www.auroracasket.com>

Email: adviseur@auroracasket.com

Display Tax: ☒ Yes

Username: aurora *

Password: *

Confirm Password: *

Display Total Prices: ☒ Yes *

Image file:

Image Selection:

Contract Information

Computer Setup

FTP Site: 208.16.85.144 *

Login ID: g0c67y3y3s *

Password: c0ek3m0n *

Service Center: 12 *

* Denotes a required field

Family Adviser Version 2.0

Development Team

Chris Barrow

Charles (Chip) Day

Nancy Koers

Mark Morten

Lisa Murich

* Denotes a required field

Fig. 12a

State/Local Tax Rate Setup

Item	Rate	Exemption	Exemption Type
	203	205	207
Caskets State	5 %	0	No Exemption
Caskets Local	0 %	0	No Exemption
Caskets Local	0 %	0	No Exemption
Flowers State	5 %	0	No Exemption
Flowers Local	0 %	0	No Exemption
Flowers Local	0 %	0	No Exemption
Keepsakes State	5 %	0	No Exemption
Keepsakes Local	0 %	0	No Exemption
Keepsakes Local	0 %	0	No Exemption

Fig. 12b

FIG. 12C

Directors 211

D1	Jim Thorpe	FF1122	HS3344
D2	Rick Fox	FF11	HS22

213

Director ID: First Name: Last Name:

Fertis Family ID: Homesteaders ID:

Add Director Delete Director Edit Director

215

Fig. 12c



40

Disclosure Information

217

Effective Date on Price Lists (If left blank Effective Date will be the current day)
 (Some prices are effective as of 11/21/2008)

Services Disclosure

The goods and services shown below are those we can provide to our customers. You may choose only the items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. It legal or other requirements mean you must buy any items you

Casket Disclosure

FTC Compliance Funeral Home makes no representations or warranties regarding the caskets listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

Casket Disclaimer of Warranties

FTC Compliance Funeral Home makes no representations or warranties regarding the caskets listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

Urn/Casket Disclosure

FTC Compliance Funeral Home makes no representations or warranties regarding the urns listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

Urn/Casket Disclaimer of Warranties

FTC Compliance Funeral Home makes no representations or warranties regarding the urns listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

Marker Disclosure

FTC Compliance Funeral Home makes no representations or warranties regarding the markers listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

Marker Disclaimer of Warranties

FTC Compliance Funeral Home makes no representations or warranties regarding the markers listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

Outer Burial Container Disclosure

In most areas of the country, state or local law does not require that you buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these

Outer Burial Container Disclaimer of Warranties

FTC Compliance Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties, if any, extended by the manufacturers

Urn Vault Disclosure

FTC Compliance Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties, if any, extended by the manufacturers

Urn Vault Disclaimer of Warranties

FTC Compliance Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties, if any, extended by the manufacturers

Fig. 12d

40

219

Pre-Need Selection

Select which Pre-Need insurance company information to show in the Selection Room. If you do not wish to show either information piece, leave the circle empty.

☐ For the Family

☒ Homesteaders

221

2

Save Selection

Family Advisor
 Selection Room
 Setup
 Tax Setup
 Shipping Address
 Directors
 Services / GBL
 Products
 Pre-Need
 Cash Advances
 Disclosures
 Customer Orders
 Customers
 Reports / Price
 Backup / Restore
 Inventory Update
 User Manual

Fig. 12e

FIG. 12f

Selection Guide

Would you like to see our most popular selections?

Would you like to see our most popular selections?

Is there a particular color grouping that you would prefer?

Is there a particular color grouping that you would prefer?

225

There are different styles of cushions that can help reflect lifestyles, interest, or hobbies. Would you like to look at any particular style?

There are different styles of cushions that can help reflect lifestyles, interest, or hobbies. Would you like to look at any particular style?

Basic Contemporary Floral Theme Nature Theme Religious Theme Traditional

Is there a particular exterior color that you would like?

Is there a particular exterior color that you would like?

Black Blue Brown Copper/Bronze Gold Silver Wood Pink Silver White

Is there a particular interior color that you would like?

Is there a particular interior color that you would like?

Blue Blue Pink White

Is there a particular type of material you have in mind?

Is there a particular type of material you have in mind?

Woods All Varieties Cherry Mahogany Maple Oak Pine Poplar Walnut Metal All Varieties Bronze Copper Stainless Steel Steel Cloth Cloth

223

Fig. 12f

Burial Arrangement Customization

This screen allows you to customize the steps in your virtual arrangement system. You can select which section of the Family Advisor System you would like to use, and also customize the order in which they will be presented to your family.

- Any changes made to the Pre-Arrangement Section (Biographical Information or Introduction) will apply to both the burial and cremation arrangements.
- The Service Guide section may not be repositioned or turned off. Any changes will apply to both the burial and cremation arrangements.
- If the Casket Guide is turned on, it must immediately precede the Select Casket section.
- The Select Casket section may not be turned off.
- Any changes to Flower Information or Grave Marker Information will apply to both the burial and cremation arrangements.
- The Summary/Contract section may not be turned off. Any changes will apply to both the burial and cremation arrangements.

Burial Display	Screen Name	Display Order
Pre-Arrangement Section		
1	Introduction	1
2	Biographical Information	2

Fig. 12g

Family Advisor Product Markups

To markup all caskets by 2.2, enter 2.2 in the Markup Multiplier box on the Caskets line then click Calculate. You also have the ability to round prices up to 10, 25, 50, 100. For example a Casket marked up 2.2 and rounded to the nearest 50 will round up from \$1351 to \$1400.

	Markup Multiplier	Round up to:	
Caskets	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>
Urn	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>
Urn Accessories	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>
Keepsakes	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>
Markers	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>
Panels	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>

Fig. 12i

40

206

Shipping Addresses

124

214

208

212

216

209

210

50

Family Advisor
Address

Selection Room
Reservations
Products
Customers
Phone Advertising
Setup
Marketing Materials
Order / Update
Inventory Update
Current Price List
New Price List
Service Price List

Location Name: *

Address1: *

Address2: *

City / State / Zip: *

Phone: *

Fax: *

Internet Address: *

Email: *

* Denotes a required field

Address Book Company Shipping Book

Chip's Shipping Book

Add Address

Delete Address

Edit Address

Fig. 12h

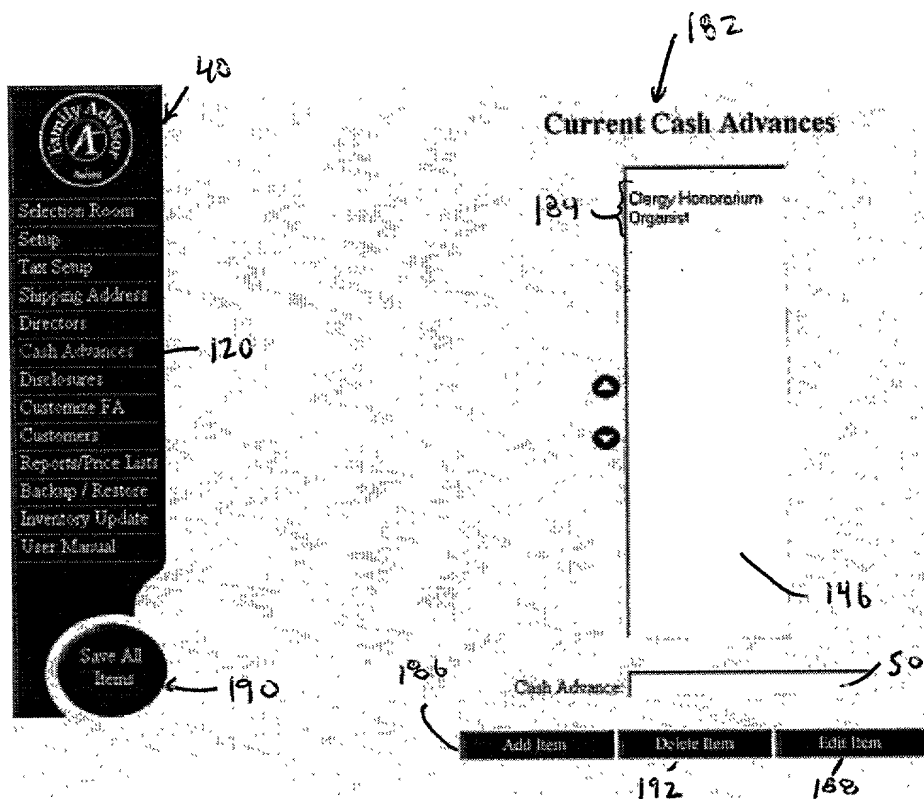


Fig. 13

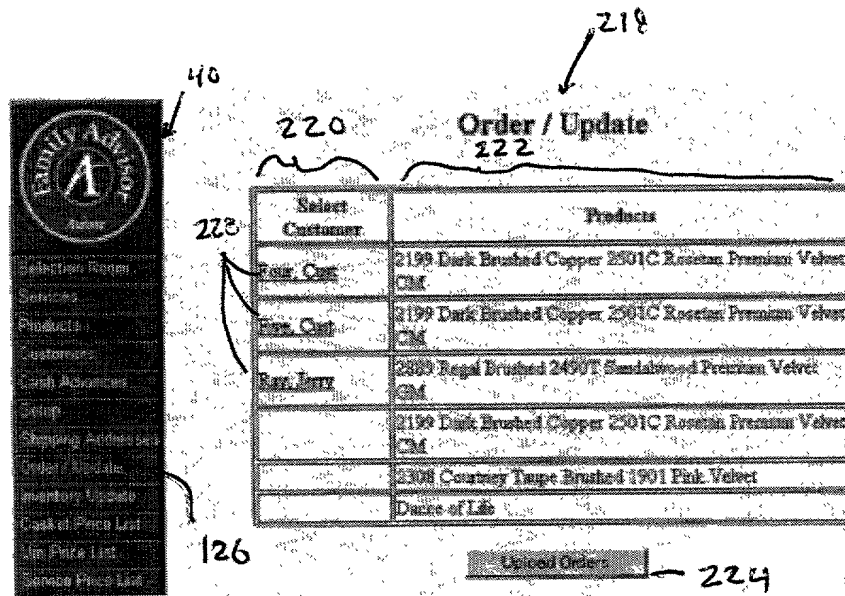


Fig. 14a



Order / Update

230

Order Now: ☒ Yes

Arrangement Type: ☒ At-Need

Customer Number: 8456880

Customer Name: Jerry Ray

Product Code: 3CADL8

Description: Pence of Life

Quantity: 2 Set to 0 to Delete

Normal Delivery: ☒ Yes

If No What Time:

Special Instructions:

Insurance Company:

Policy Number:

Date Of Contract:

P.O.:

Arranger:

Account Number: 10

Ship To: Aurora Casket Company Shipping Dock

Phone Number: 812-826-1111

232

209

Order Now: ☒ Yes

Arrangement Type: ☒ At-Need

Customer Number: 8456880

Customer Name: Jerry Ray

Product Code: A23320

Description: 2508 Courtney Trape Brushed 1901 Pink Velvet

Quantity: 2 Set to 0 to Delete

Normal Delivery: ☒ Yes

If No What Time:

Special Instructions:

Insurance Company:

Policy Number:

Date Of Contract:

P.O.:

Arranger:

Account Number: 10

Ship To: Aurora Casket Company Shipping Dock

Phone Number: 812-826-1111

232

234

224 -

Fig. 14b

Selection Room

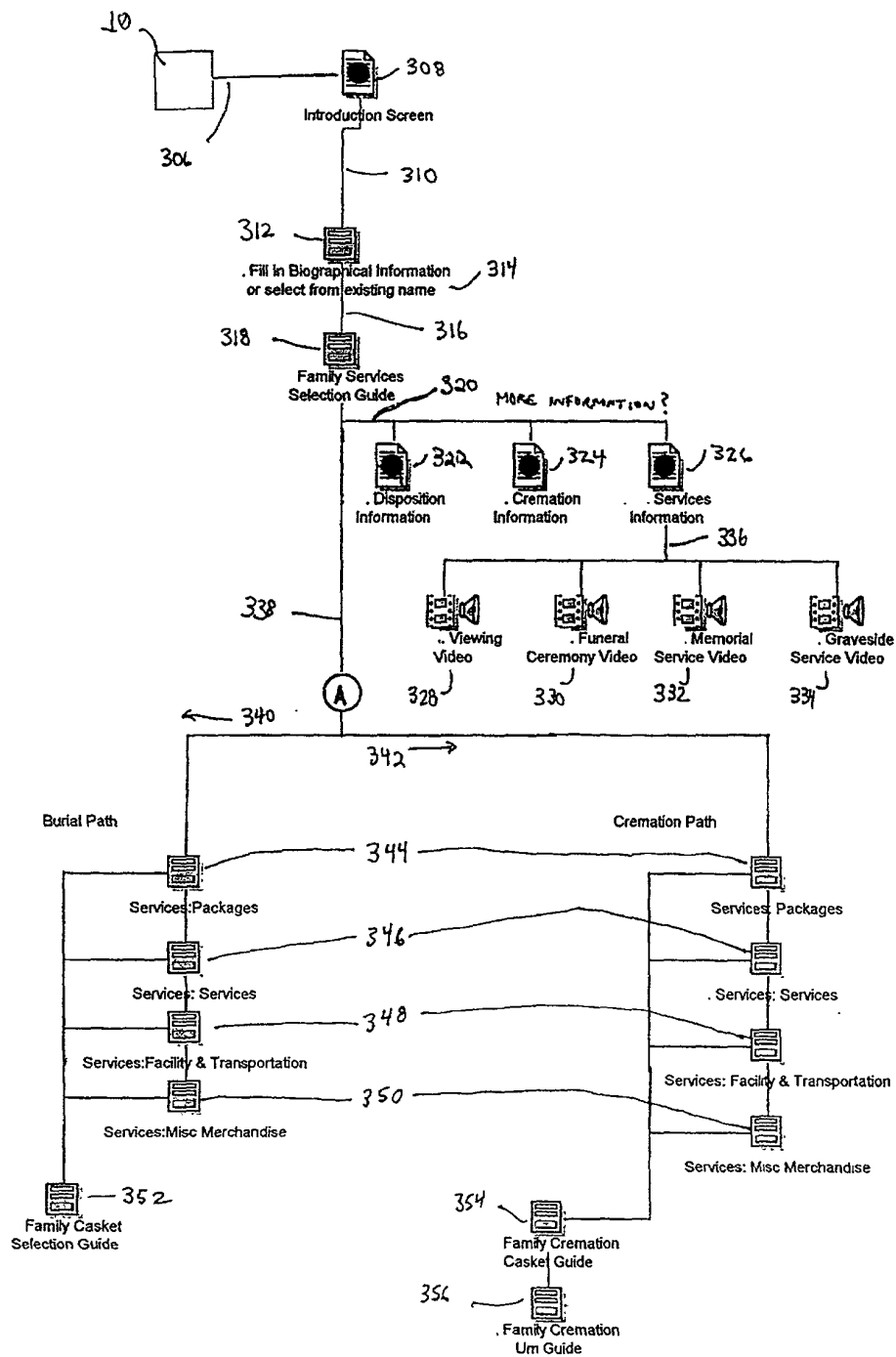


Fig. 15

Casket Selection

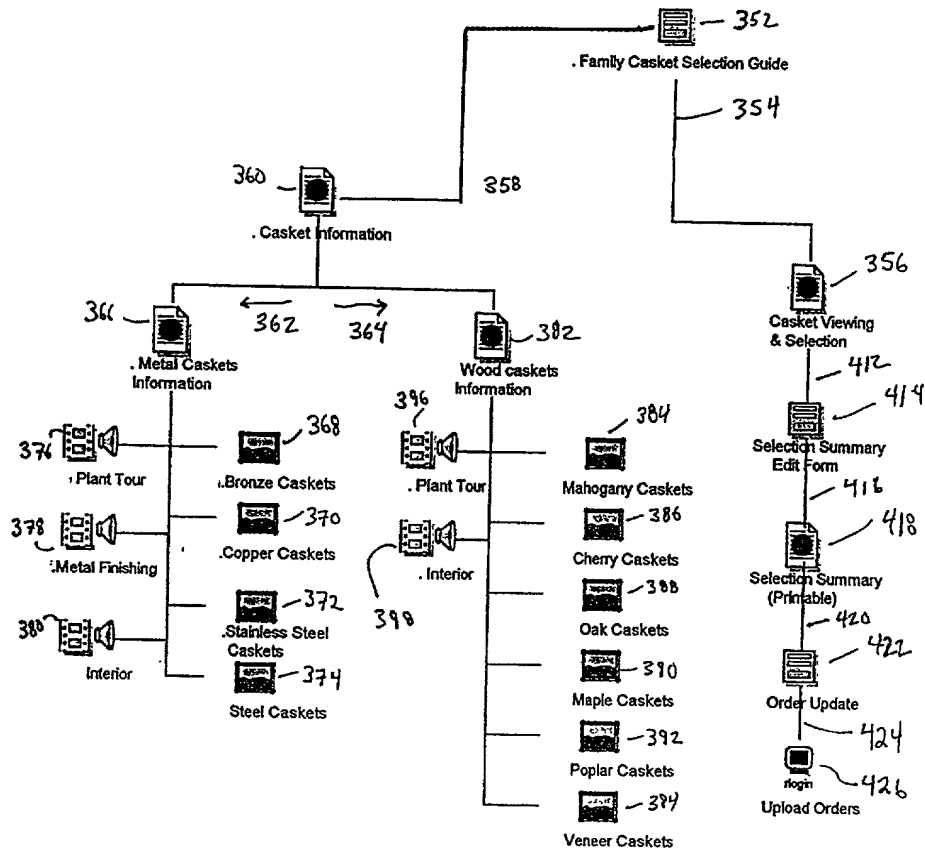


Fig. 16

Cremation Casket & Cremation Urn

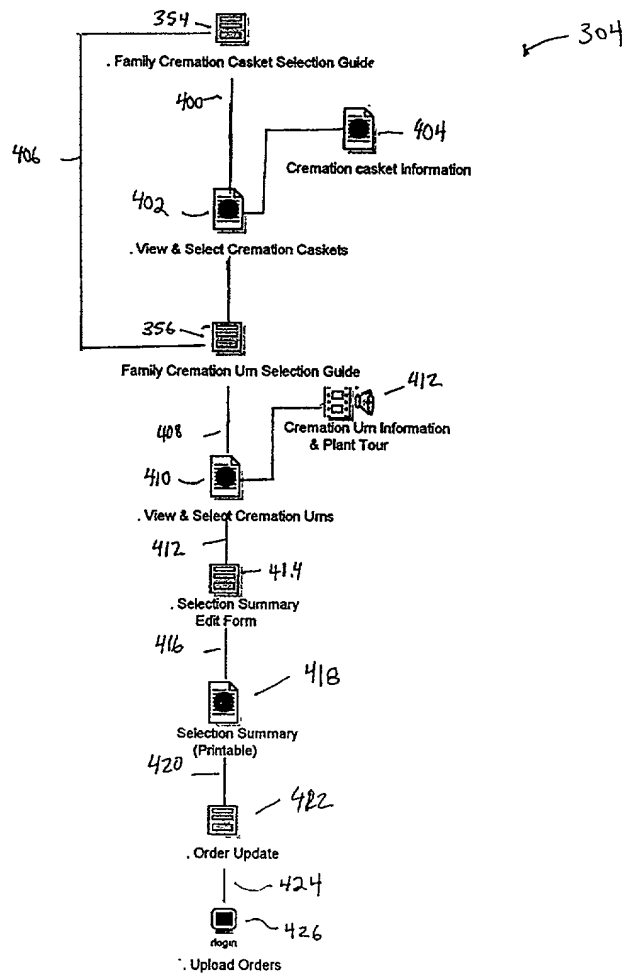


Fig. 17

Selection Room

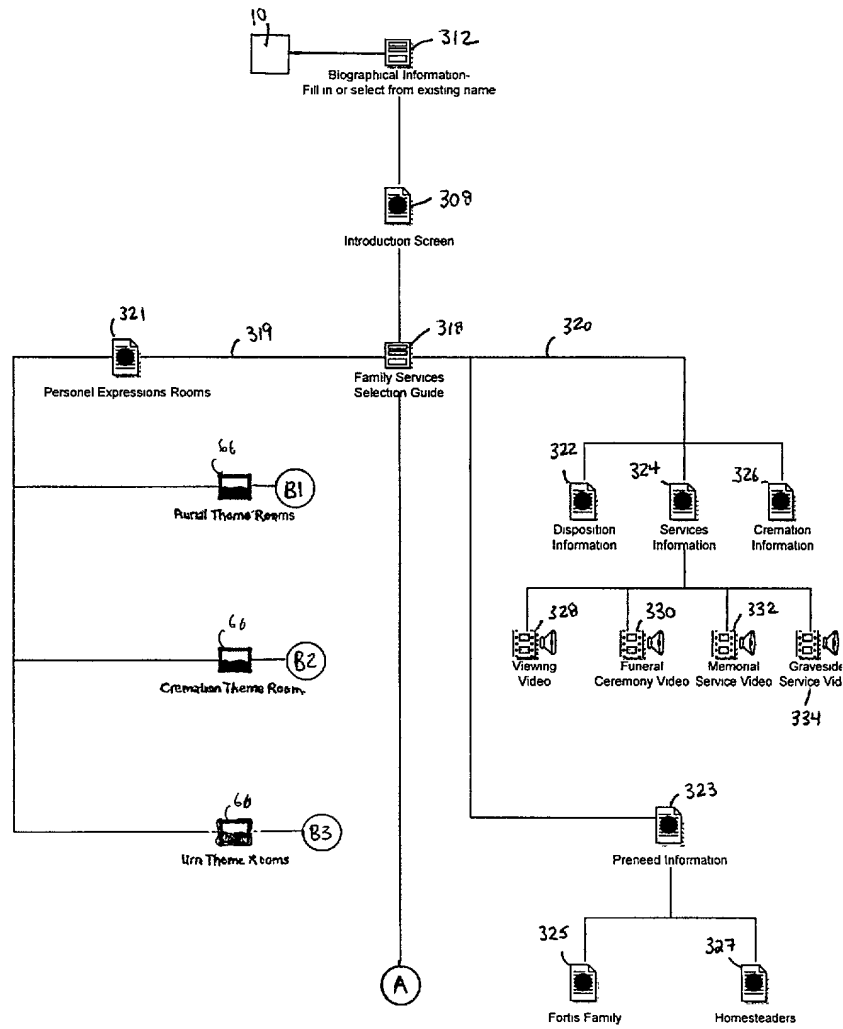


Fig. 18a

Theme Room Detail

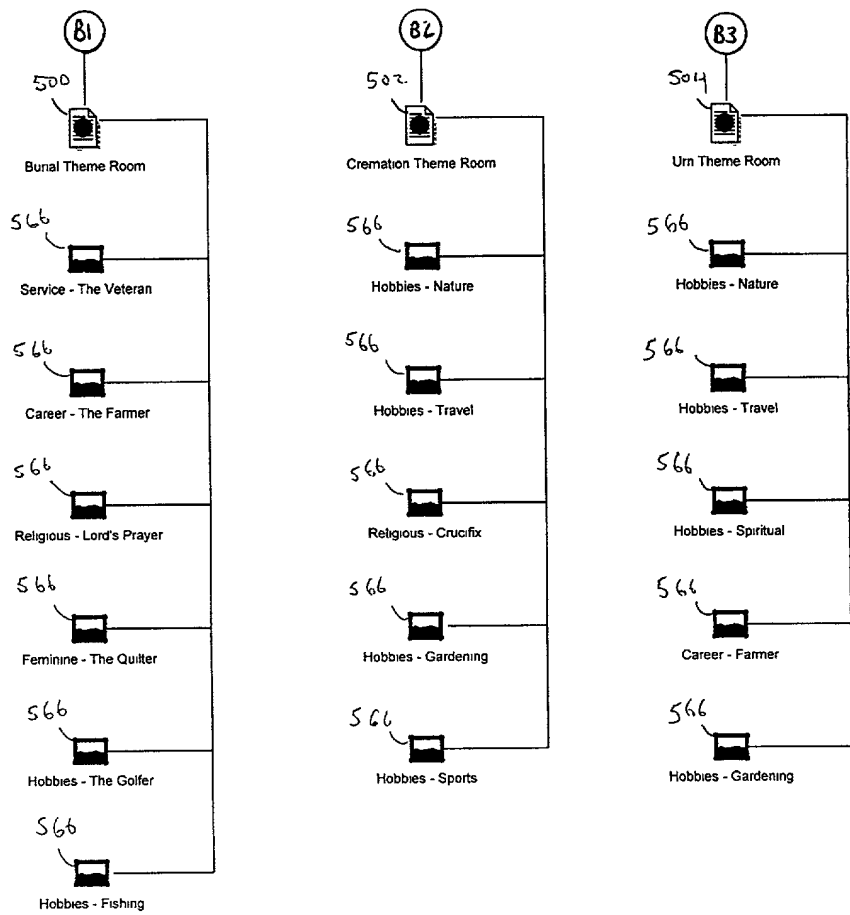


Fig. 18b

Casket Selection

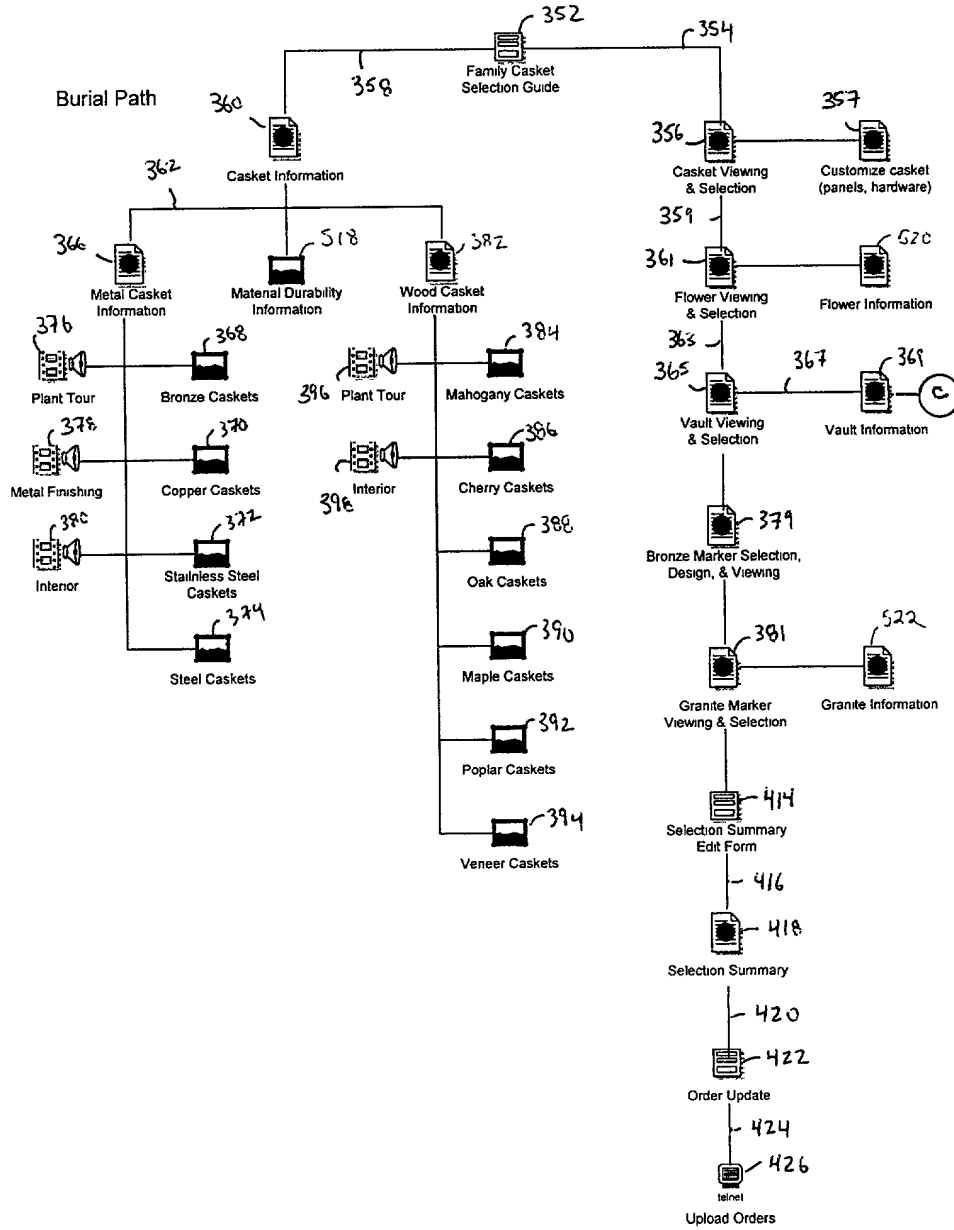


Fig. 19a

Casket Selection

Vault Viewing and Information, continued

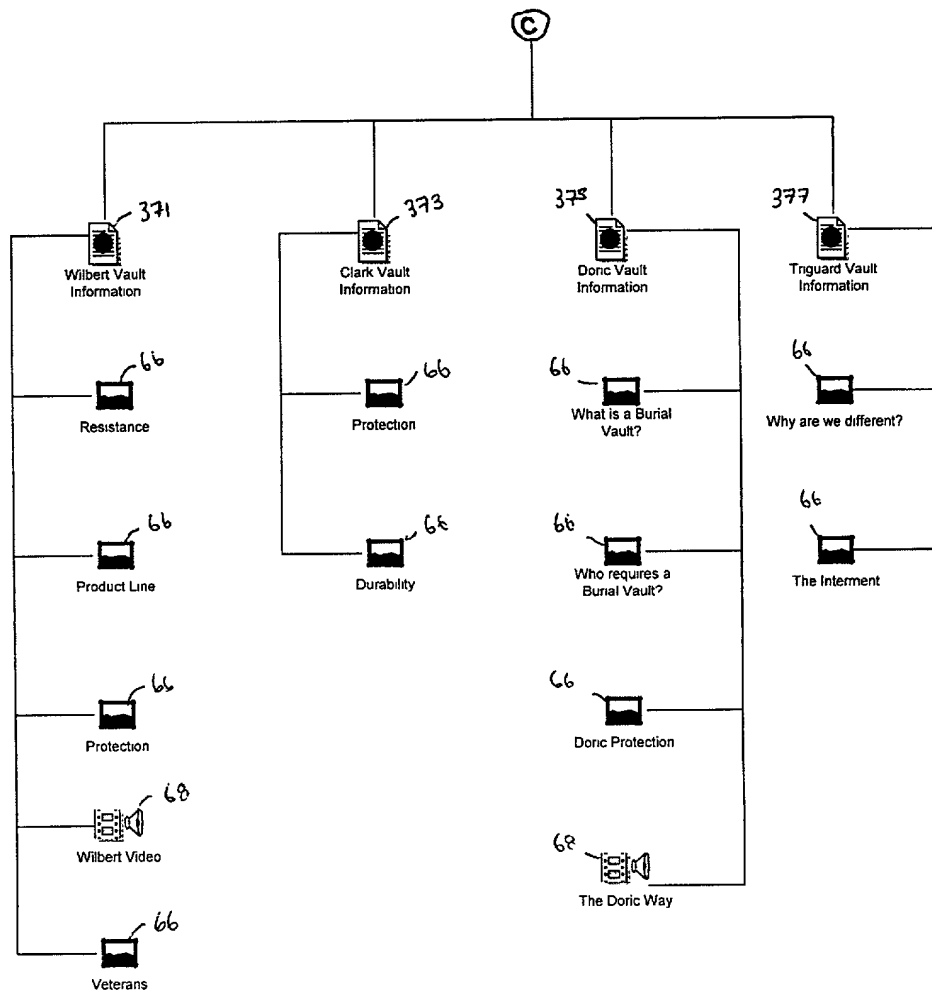


Fig. 19b

Cremation Casket Guide & Cremation Urn Guide

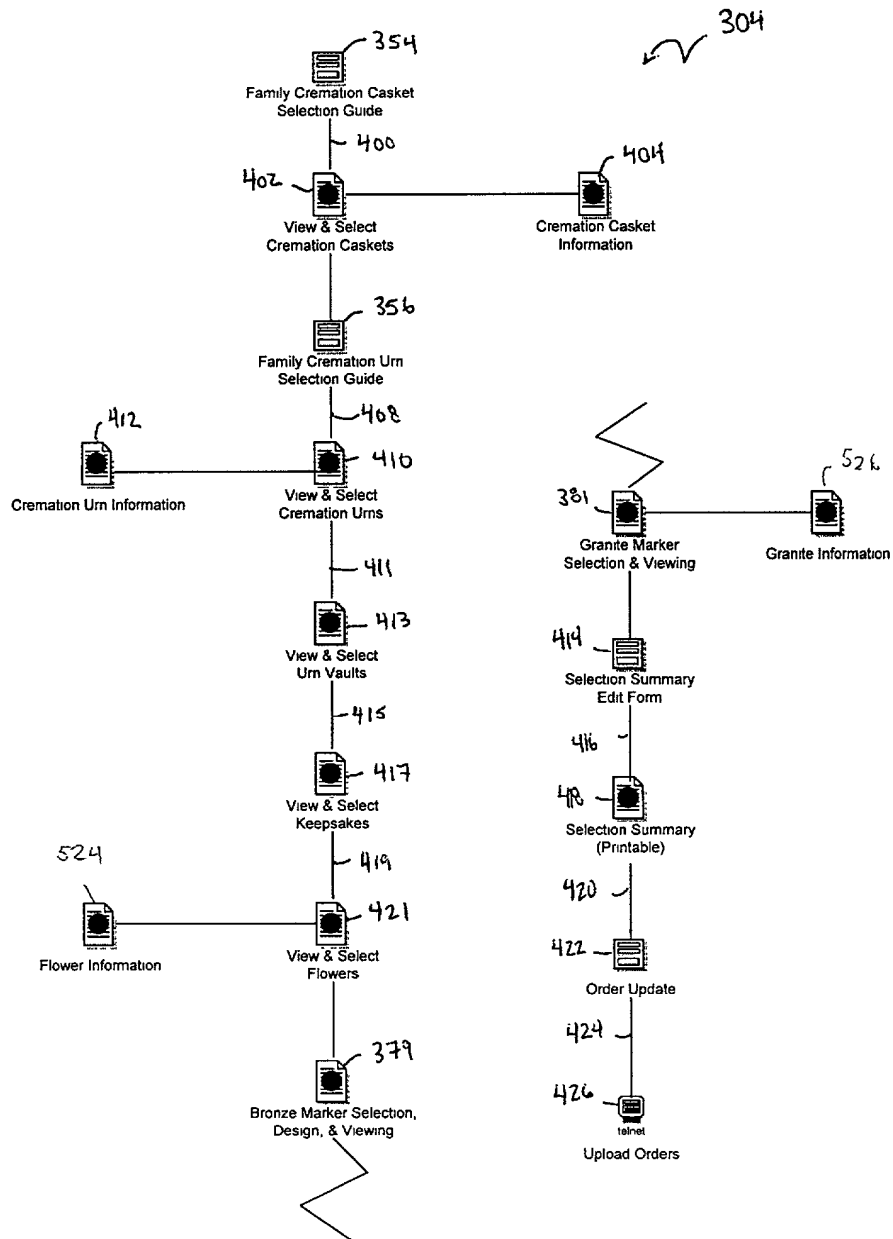


Fig. 20